

SATISFACT

2005 Survey of our Services to Tenants

Survey forms were sent to all 4,649 households and 2,380 forms were returned, giving a response rate of 51%. Similar surveys were carried out in 2002, 1999 and 1996, enabling Kingfisher to monitor levels of satisfaction with services.

Below is a summary of some of the key findings from the survey.

Kingfisher as Your Landlord

Around 8 in 10 tenants (79%) express satisfaction with Kingfisher as their landlord, 3% lower than the 2002 Survey. Further, 82% are happy with service provided by Staff.

When asked how Kingfisher's service is changing, around a third (27%) say that the service they receive is getting better, whilst seven in ten (68%) say service is staying the same - an excellent result.

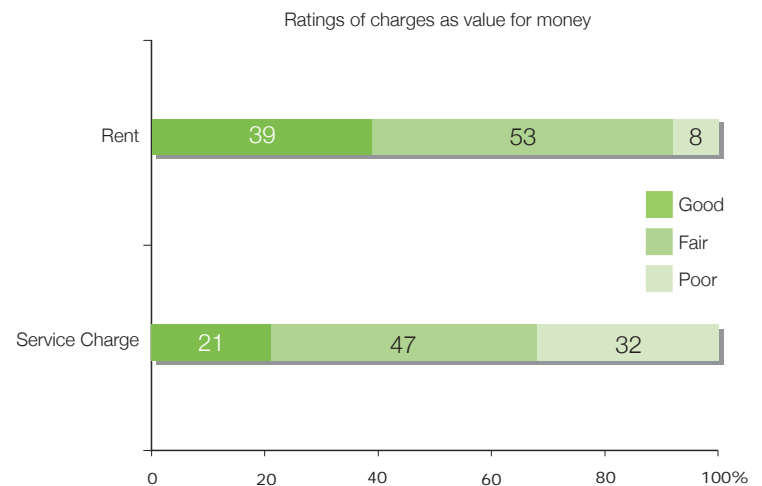
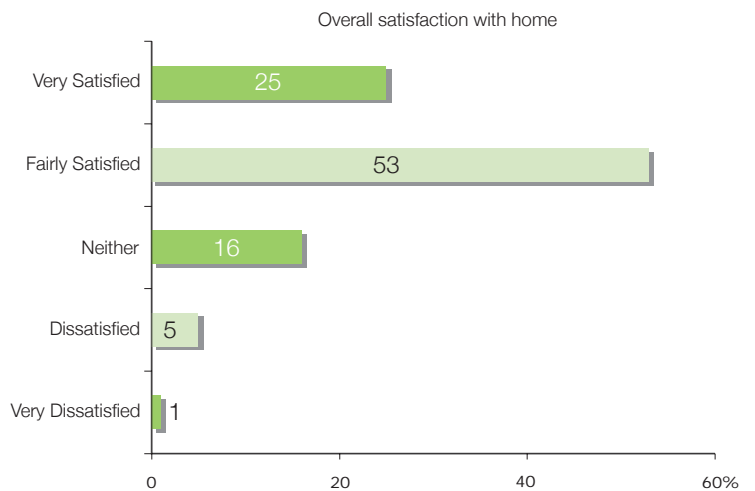
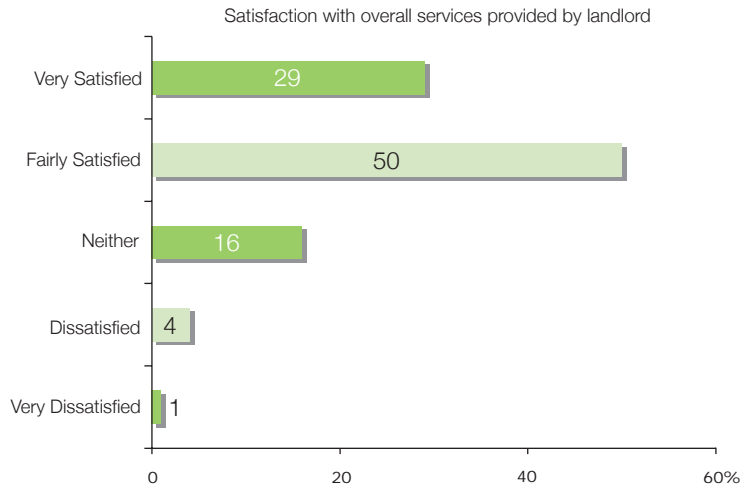
Kingfisher's Homes

Overall, 78% of tenants are satisfied with their home compared to 6% who are dissatisfied. Tenants are most positive about the general design, layout and the condition of their home with over 9 in 10 rating it as either good or fair, although views on kitchen and bathroom fittings and design are slightly less positive.

Ratings for the security of homes has seen a marked improvement from the 2002 survey. 62% rate this element of the home as good in 2005, compared to 48% in 2002, a 14% increase.

Rents

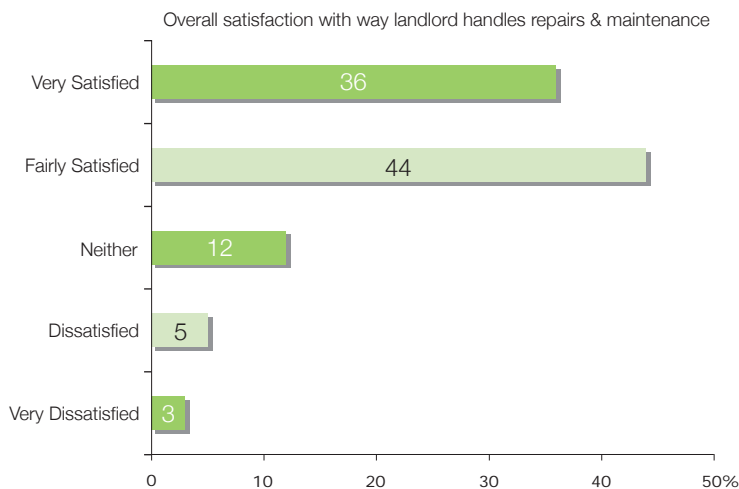
9 in 10 tenants (92%) consider their rent to be good or fair value for money, whilst 68% feel the same way about their service charge.



CONSULTATION SURVEY

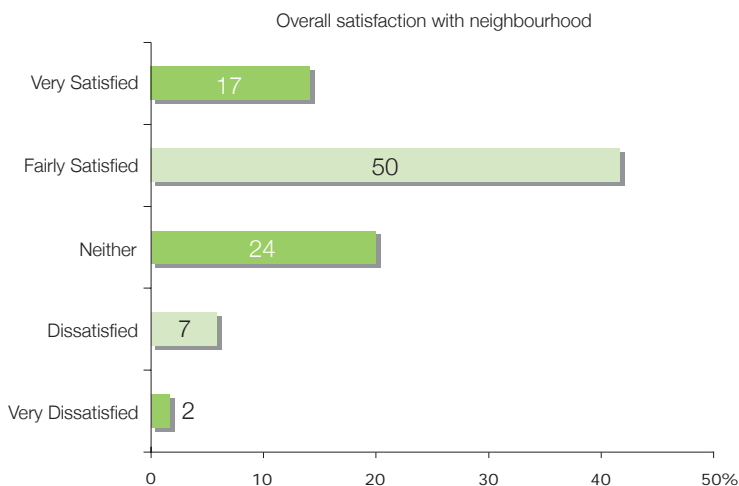
Repairs

In line with 2002 findings, the vast majority of tenants (8 in 10) are satisfied with the repairs service. This places Kingfisher as above average for similar housing providers, another positive endorsement from our tenants.



Neighbourhoods

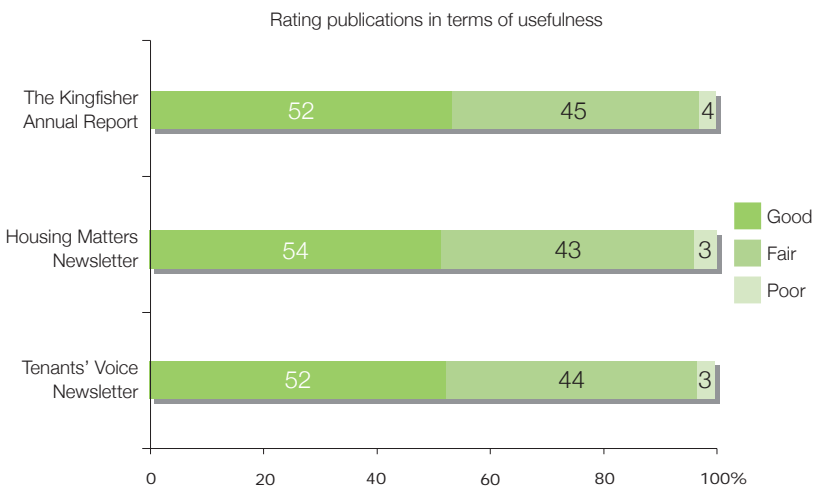
Seven in ten tenants (67%) are satisfied with the area in which they live. It is encouraging that the proportion of tenants citing problems in their neighbourhoods has fallen since the 2002 survey. The most common problems highlighted by tenants are car parking, litter, lack of police presence and disturbance from children/youths, but there has been an improvement in the perception of these things.



Kingfisher is aware of the importance of improving the living environment for tenants and identify this as a key area in which to continue to create a safer, healthier and more pleasant environment for people to live in, working in partnership with local authorities and other agencies.

Communication

Eight in ten customers (77%) express satisfaction with the quality of communication from Kingfisher. Further, the vast majority, over nine in ten tenants find documentation easy to understand. Over 97% of tenants rate the three main publications received as good or fair in terms of usefulness.



Some tenants have asked about the value for money of this Annual Report. It is cheaper to produce a larger print run of this report than to produce a separate shorter version and we are required by the Housing Corporation to provide the enclosed information for tenants.

In conclusion, the survey findings reveal that Kingfisher is continuing to provide services which are meeting the needs of the majority of our customers. Kingfisher is in the top 20% of all housing providers that Kwest has surveyed for repairs and maintenance, communication, staff service and consultation, an excellent result which we are striving to maintain.